

2002  
Consumer Satisfaction  
*for*  
**Missouri Central Region**  
**Regional Report**  
Community-based Services

Division of Alcohol and Drug Abuse  
Missouri Department of Mental Health



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December 2002

# DMH Satisfaction Survey Results

## Consumer Satisfaction - 2002

### Alcohol and Drug Abuse Services

### Central Region - Residential & Non-Residential

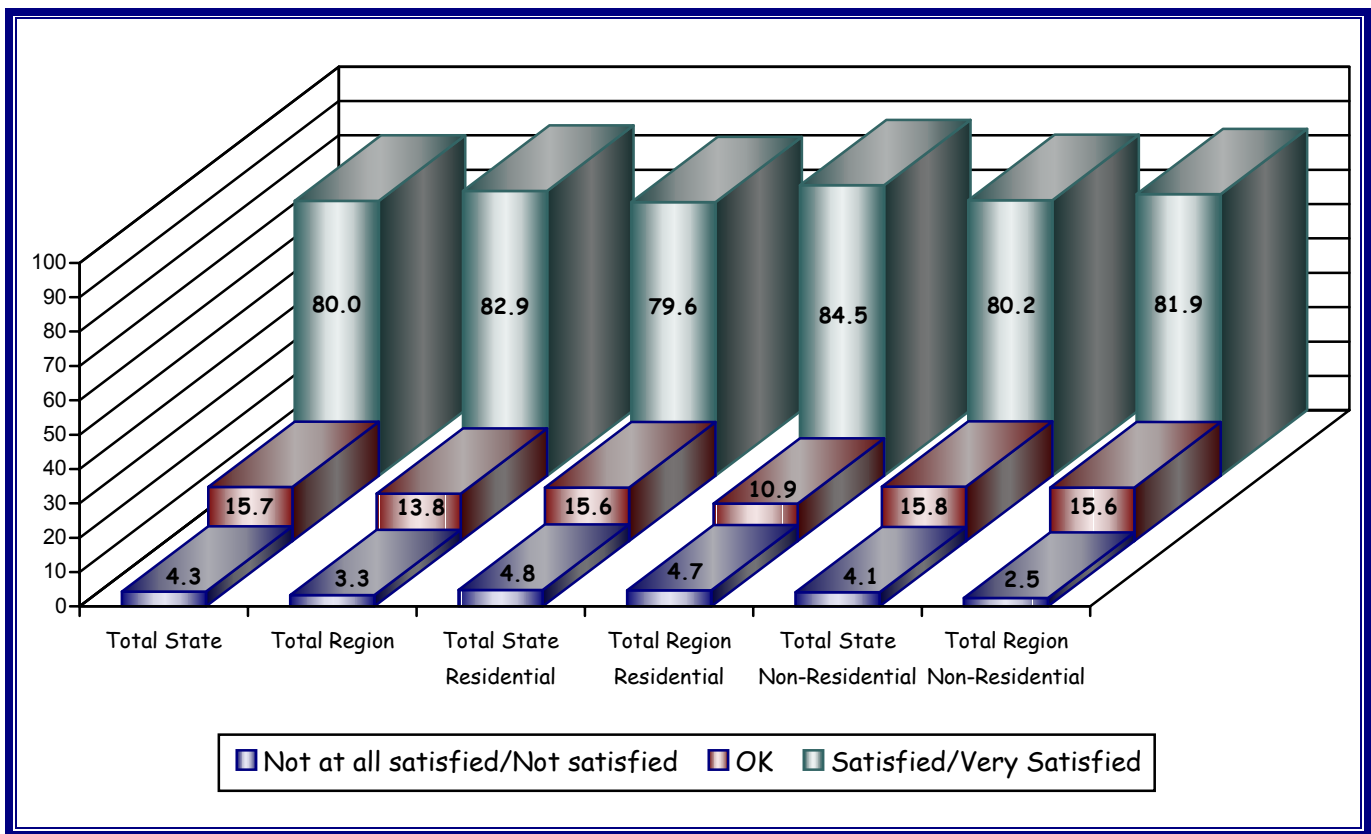
## Demographics: Total Region

		Total Served		Survey Returns		
		State	Region*	Total Consumers Total Region	Total Consumers Residential	Total Consumers Non-Residential
<b>SEX</b>	Male	63.6%	73.2%	63.4%	67.2%	61.1%
	Female	36.4%	26.8%	36.6%	32.8%	38.9%
<b>RACE</b>	White	69.2%	82.1%	80.7%	81.3%	80.4%
	Black	28.9%	15.5%	15.1%	15.3%	15.0%
	Hispanic	0.5%	0.5%	1.3%	0.8%	1.6%
	Native American	0.4%	0.4%	1.1%	0.8%	1.4%
	Pacific Islander	0.2%	0.1%	0.4%	0.8%	0.2%
	Alaskan	0%	0.0%	0%	0%	0%
	Oriental	0.2%	0.2%	0%	0%	0%
	Bi-Racial	0.3%	0.6%	1.0%	1.1%	0.9%
	Other	0.5%	0.5%	0.3%	0%	0.5%
<b>MEAN AGE</b>				29.47	30.79	28.70
	0-17	10.9%	20.3%	20.5%	17.2%	22.5%
	18-49	82.6%	75.9%	75.7%	77.3%	74.7%
	50+	6.6%	3.8%	3.8%	5.5%	2.8%

Region Includes: Fulton State Hospital, Pathways-Jefferson City, Pathways,-Sedalia, Phoenix Programs, Hannibal Council on Alcohol and Drug Abuse, Family Counseling Center of Missouri, Preferred-Hannibal, Preferred-Kirksville, Preferred-Jefferson City, Preferred-Macon, Preferred-Columbia, Preferred-Moberly

\*The numbers reported in the Total Served Column for this region may be duplicative with other regional reports. This is because the statistics for several agencies such as Pathways and Preferred may be included in several regional reports.

# Overall Satisfaction with Services: Total Region



*Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"*

## Some of the key findings were:

- Overall, 80.0% of the individuals served by the Division of Alcohol and Drug Abuse were "satisfied" or "very satisfied" with their services.
- The percent of individuals served in this region who rated themselves as "satisfied" or "very satisfied" was higher than the state average (82.9% for this region versus 80.0% for the state).
- The total State Residential Program had a rating of 79.6% as "satisfied" or "very satisfied". This region's Residential Program was rated higher, with a rating of 84.5%.
- The total State Non-Residential Program had a rating of 80.2% as "satisfied" or "very satisfied". This region's Non-Residential Program was rated higher, with a rating of 81.9% "satisfied" or "very satisfied" with services.

## Satisfaction with Services: Total Region

How satisfied are you ...	Total Consumers		Total Residential Consumers		Total Non-Residential Consumers	
	State	Region	State	Region	State	Region
with the staff who serve you?	4.26 (3671)	4.33 (703)	4.22 (1122)	4.31 (258)	4.27 (2549)	4.34 (445)
with how much your staff know about how to get things done?	4.16 (3666)	4.21 (703)	4.13 (1124)	4.22 (259)	4.18 (2542)	4.20 (444)
with how staff keep things about you and your life confidential?	4.33 (3647)	4.44 (695)	4.37 (1118)	4.48 (254)	4.31 (2529)	4.41 (441)
that your treatment plan has what you want in it?	4.18 (3642)	4.25 (696)	4.20 (1110)	4.29 (255)	4.17 (2532)	4.23 (441)
that your treatment plan is being followed by those who assist you?	4.22 (3631)	4.35 (694)	4.20 (1111)	4.36 (256)	4.23 (2520)	4.34 (438)
that the agency staff respect your ethnic and cultural background?	4.37 (3597)	4.48 (677)	4.38 (1106)	4.49 (253)	4.36 (2491)	4.48 (424)
with the services that you receive?	4.24 (3671)	4.32 (701)	4.22 (1129)	4.33 (258)	4.25 (2542)	4.32 (443)
<b>Non-Residential Facilities Only:</b>						
that services are provided in a timely manner? (Non-Residential Only)	4.15 (2546)	4.28 (443)	-	-	4.15 (2546)	4.28 (443)
<b>Residential Facilities Only:</b>						
that the staff treats you with respect, courtesy, caring and kindness?	4.19 (1123)	4.22 (257)	4.19 (1123)	4.22 (257)	- (0)	- (0)
that the environment is clean and comfortable?	4.15 (1128)	4.28 (258)	4.15 (1128)	4.28 (258)	- (0)	- (0)
with opportunities for exercise and relaxation?	3.70 (1126)	3.75 (257)	3.70 (1126)	3.75 (257)	- (0)	- (0)
that the meals are good, nutritious and in sufficient amounts?	3.79 (1123)	3.87 (257)	3.79 (1123)	3.87 (257)	- (0)	- (0)
with the childcare provided by the agency?	4.30 (84)	4.40 (25)	4.30 (84)	4.40 (25)	- (0)	- (0)
The first number represents a mean rating. Scale: 1=Not at all satisfied . . . 5=Very satisfied. The number in parentheses represents the number responding to this item.						

### Some of the key findings were:

- The participants in the Division of Alcohol and Drug Abuse Programs were satisfied with the services they received. For the first seven questions where both Residential and Non-Residential consumers responded, all mean ratings were above a mean rating of 4.00 (1=not satisfied... 5=very satisfied). The ratings of this region on those seven questions ranged from 3.75 to 4.48.
- The ratings of the Residential Program for this region ranged from 3.75 to 4.49. The highest rated item was with the staff's respect of ethnic and cultural backgrounds and the lowest rated item was with opportunities for exercise and relaxation.
- The ratings of the Non-Residential Program for this region ranged from 4.20 to 4.48. The highest rated item was with the staff's respect of ethnic and cultural backgrounds and the lowest rated item was with the knowledge of the staff.

# Satisfaction with Quality of Life: Total Region

How satisfied are you . . .	Total Consumers		Total Residential Consumers		Total Non-Residential Consumers	
	State	Region	State	Region	State	Region
with how you spend your day?	3.74 (3659)	3.77 (698)	3.67 (1130)	3.76 (257)	3.77 (2529)	3.78 (441)
with where you live?	3.77 (3625)	3.88 (693)	3.84 (1117)	3.98 (258)	3.74 (2508)	3.82 (435)
with the amount of choices you have in your life?	3.67 (3662)	3.78 (698)	3.73 (1128)	3.85 (257)	3.64 (2534)	3.74 (441)
with the opportunities/ chances you have to make friends?	3.84 (3649)	4.00 (697)	3.94 (1122)	4.09 (255)	3.79 (2527)	3.94 (442)
with your general health care?	3.79 (3554)	3.91 (683)	3.83 (1092)	3.99 (256)	3.77 (2462)	3.86 (427)
with what you do during your free time?	3.79 (3647)	3.89 (699)	3.77 (1125)	3.90 (258)	3.79 (2522)	3.89 (441)
How safe do you feel . . .						
in this facility? ( <i>Residential Only</i> )	4.35 (1130)	4.44 (259)	4.35 (1130)	4.44 (259)	- (0)	- (0)
in your home?	4.32 (3608)	4.47 (692)	4.25 (1088)	4.42 (250)	4.35 (2520)	4.51 (442)
in your neighborhood?	4.10 (3612)	4.32 (692)	3.97 (1097)	4.16 (252)	4.15 (2515)	4.41 (440)
The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.						

## Some of the key findings were:

- The quality of life ratings were significantly below the Division of Alcohol and Drug Abuse service ratings.
- Overall, the consumers served in this region were most satisfied with safety in the home (mean of 4.47) and least satisfied with how they spend their day (mean of 3.77).
- The consumers in the Residential Program were most satisfied with safety in the facility (mean of 4.44) and least satisfied with how they spend their day (mean of 3.76).
- The consumers in the Non-Residential Program were most satisfied with how safe they feel in their home (mean of 4.51) and least satisfied with the amount of choices in their lives (mean of 3.74).

# ADA Comparison of Gender

## Residential and Non-Residential Setting Combined

A comparison was made between the male and female consumers. Table I-1 shows these findings. The female consumers were most satisfied with the knowledge of the staff, that their treatment plan is followed, and with the staff's respect of ethnic and cultural backgrounds. Male consumers were most satisfied with safety in their home/agency and in their neighborhood.

**Table I-1**  
**ADA Consumers - Comparison of Gender**

How satisfied are you...	Sex		Significance
	Male	Female	
with how much staff know about how to get things done?	4.16 (438)	4.29 (252)	F(1,688)=3.918, p=.048
that your treatment plan is being followed by those who assist you?	4.28 (435)	4.46 (246)	F(1,679)=7.785, p=.005
that staff respect your ethnic and cultural background?	4.42 (423)	4.58 (242)	F(1,663)=6.521, p=.011
with how safe you feel in your home/agency?	4.56 (428)	4.33 (252)	F(1,678)=13.008, p<.001
with how safe you feel in your neighborhood?	4.40 (429)	4.17 (251)	F(1,678)=9.732, p=.002
<p>The first number represents a mean rating.  <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied.  <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe.  The number in parentheses represents the number responding to this item.</p>			

# ADA Comparison of Race/Ethnicity

## Residential and Non-Residential Settings Combined

A comparison was made among the different racial and ethnic backgrounds of consumers and their responses to the satisfaction survey items. The eight Native American consumers were most satisfied with the knowledge of the staff, content of the treatment plan, and the staff's respect of ethnic and cultural backgrounds. (See Table I-2.)

**Table I-2**  
**ADA Consumers - Comparison of Race/Ethnicity**

How satisfied are you...	White	Black	Hispanic	Native American	Bi-Racial	Other	Significance
with how much your staff know how to get things done? (a,b,c)	4.24 (562)	4.17 (104)	4.00 (9)	4.38 (8)	2.86 (7)	3.80 (5)	F(5,689)=4.067, p=.001
that your treatment plan has what you want in it?	4.28 (557)	4.17 (102)	4.33 (9)	4.88 (8)	3.43 (7)	3.80 (5)	F(5,682)=2.540, p=.027
that the staff respect your cultural background? (a,b,c)	4.53 (538)	4.32 (104)	4.33 (9)	4.63 (8)	3.29 (7)	3.80 (5)	F(5,665)=5.656, p<.001
<p>The first number represents a mean rating.  <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied.  <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe.            The number in parentheses represents the number responding to this item.  <i>Scheffe Post-Hoc significance at .05 or less.</i>            (a) Interaction between White and Bi-Racial.            (b) Interaction between Black and Bi-Racial.            (c) Interaction between Native American and Bi-Racial.</p>							

# ADA Comparison of Age Groups

## Residential and Non-Residential Settings Combined

A comparison was made among three age categories: (1) youth under the age of 18 years; (2) adults between 18 and 49 years of age; and (3) adults 50 years of age and over. The adults between 18-49 years old were most satisfied with the knowledge of the staff and with the staff keeping information confidential. The youth under the age of 18 years were most satisfied with safety in their home/agency. The adults over 50 were most satisfied with all other significant items. (See Table I-3.)

**Table I-3**  
**ADA Consumers - Comparison of Age Groups**

How satisfied are you...	0-17	18-49	50+	Significance
with the staff who serve you? (a, b)	3.99 (142)	4.42 (518)	4.50 (26)	F(2,683)=16.004, p<.001
with how much your staff know about how to get things done? (a, b)	3.75 (141)	4.33 (520)	4.31 (26)	F(2,684)=26.511, p<.001
with how staff keep things about you and your life confidential? (a)	4.21 (140)	4.50 (513)	4.50 (26)	F(2,676)=6.480, p=.002
that your treatment plan has what you want in it? (a, b)	3.94 (140)	4.33 (514)	4.52 (25)	F(2,676)=12.365, p<.001
that your treatment plan is being followed by those who assist you? (a, b)	4.03 (141)	4.42 (512)	4.64 (25)	F(2,675)=14.106, p<.001
that the agency staff respect your ethnic and cultural background? (a, b)	4.26 (140)	4.54 (497)	4.71 (24)	F(2,658)=7.968, p<.001
with the services that you receive? (a, b)	3.88 (142)	4.43 (517)	4.76 (25)	F(2,681)=26.990, p<.001
that services are provided in a timely manner? (a, b)	3.89 (97)	4.37 (323)	4.67 (12)	F(2,429)=12.033, p<.001
with how you spend your day? (a, b)	3.41 (140)	3.85 (517)	4.25 (24)	F(2,678)=14.329, p<.001
with where you live? (a)	3.65 (137)	3.94 (515)	4.08 (25)	F(2,674)=4.269, p=.014
with the amount of choices you have in your life? (a)	3.55 (141)	3.84 (516)	3.96 (25)	F(2,679)=4.358, p=.013
with how safe you feel in your home? (a)	4.63 (140)	4.44 (511)	4.52 (25)	F(2,673)=3.118, p=.045
<p>The first number represents a mean rating.  <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied.  <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe.            The number in parentheses represents the number responding to this item.  <i>Scheffe post-hoc significance at &lt; .05 or less.</i>            (a) Interaction between 0-17 Years and 18-49 Years.            (b) Interaction between 0-17 Years and 50 + Years.</p>				



# ADA Comparison of Current Living Arrangements Residential and Non-Residential Settings Combined

A comparison was made of the satisfaction items based on the current living situation of the consumer. Table I-4 presents these findings. The consumers who lived in Residential Treatment Facilities were most satisfied with the content of the treatment plan and with where they live. Those who were Homeless were most satisfied with the timeliness of services. Those who lived with their Biological Parents were most satisfied with how safe they felt in their home and their neighborhood. The consumers in the Other category were most satisfied with the quality of the staff and the content of the treatment plan. The consumers in Group Homes were most satisfied with all other significant items.

**Table I-4**  
**ADA Consumers - Comparison of Current Living Arrangements**

How satisfied are you...	Independent	Group Home	Residential Treatment Facility	Homeless	Biological Parents	Other	Significance
with the staff who serve you? (a,c,d)	4.42 (351)	4.46 (13)	4.39 (144)	4.18 (11)	3.94 (77)	4.46 (46)	F(5,636)=4.883, p<.001
with how much your staff know about how to get things done? (a,b,c,d)	4.34 (349)	4.46 (13)	4.28 (146)	4.27 (11)	3.64 (77)	4.37 (46)	F(5,636)=9.845, p<.001
with how staff keep things about you and your life confidential? (a,c)	4.47 (347)	4.69 (13)	4.51 (143)	4.45 (11)	4.10 (77)	4.45 (44)	F(5,629)=2.892, p=.014
that your treatment plan has what you want in it? (a,c)	4.34 (343)	4.31 (13)	4.35 (146)	4.09 (11)	3.81 (77)	4.35 (46)	F(5,630)=5.227, p<.001
that your treatment plan is being followed by those who assist you? (a,c,d)	4.46 (345)	4.54 (13)	4.40 (144)	4.18 (11)	3.86 (77)	4.49 (43)	F(5,627)=7.523, p<.001
that the agency staff respect your ethnic and cultural background? (a)	4.58 (331)	4.62 (13)	4.47 (142)	4.55 (11)	4.21 (76)	4.59 (44)	F(5,611)=3.134, p=.008
with the services that you receive? (a,b,c,d)	4.47 (347)	4.62 (13)	4.36 (146)	4.45 (11)	3.74 (77)	4.48 (46)	F(5,634)=10.124, p<.001
that services are provided in a timely manner? (a,d)	4.37 (282)	4.27 (11)	4.38 (16)	4.67 (3)	3.84 (77)	4.50 (40)	F(5,423)=4.928, p<.001
with how you spend your day?	3.84 (348)	4.08 (13)	3.92 (146)	3.64 (11)	3.54 (76)	3.61 (44)	F(5,632)=2.270, p=.046
with where you live? (e)	3.93 (347)	3.77 (13)	4.06 (146)	3.64 (11)	3.75 (72)	3.39 (44)	F(5,627)=3.126, p=.009
with how safe you feel in your home/agency?	4.50 (349)	4.31 (13)	4.41 (143)	3.75 (8)	4.67 (76)	4.29 (45)	F(5,628)=3.004, p=.011
with how safe you feel in your neighborhood?	4.35 (348)	4.46 (13)	4.22 (144)	3.56 (9)	4.57 (76)	4.27 (44)	F(5,628)=2.973, p=.012
<i>Scheffe post-hoc significance at &lt; .05 or less.</i> (a) Interaction between Independent and Biological Parents. (b) Interaction between Group Home and Biological Parents. (c) Interaction between RTF and Biological Parents. (d) Interaction between Other and Biological Parents. (e) Interaction between RTF and Other.							

## ADA Comparison by Whether Lived in Residential Treatment Facility During Past Year (Residential and Non-Residential Settings)

A comparison was made on the satisfaction with services based on whether the individual had lived in a residential treatment facility during the past year. There was one significant item. Consumers who had not lived in a residential treatment facility were more satisfied with the staff keeping information confidential. (See Table I-5).

**Table I-5**  
**ADA Consumers - Comparison of Whether Lived in Residential Treatment Facility**

How satisfied are you...	RTF		Significance
	Yes	No	
with how staff keep things about you and your life confidential?	4.28 (168)	4.49 (259)	F(1,425)=5.681, p=.018
The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.			

## ADA Comparison across Programs Residential and Non-Residential Settings Combined

A comparison was made across the different residential and non-residential programs. Consumers in the Residential GTS Adult program were most satisfied with the knowledge of the staff. Consumers in the Non-Residential GTS Adult program were most satisfied with the quality of the staff and the timeliness of services. CSTAR General Non-Residential consumers were most satisfied with the knowledge of the staff, how they spend their day, and safety in their neighborhood. CSTAR Women/Children Non-Residential consumers were most satisfied with where they live. The consumers in the Residential CSTAR Women/Children program were most satisfied with all other significant items. (See Table I-6.)

**Table I-6**  
**ADA Consumers - Comparison across Programs**

How satisfied are you...	Non-Residential Programs				Residential Programs				Significance
	CSTAR Women/Children	CSTAR Child/Adolescent	CSTAR General	GTS Adult	CSTAR Women/Children	CSTAR Child/Adolescent	CSTAR General	GTS Adult	
With the staff who serve you? (c,d)	4.38 (94)	3.97 (100)	4.38 (64)	4.50 (187)	4.44 (55)	4.00 (42)	4.08 (36)	4.43 (125)	F(7,695)=5.864, p<.001
With how much your staff know how to get things done? (a,b,c,d,e,f,g,h,k)	4.28 (94)	3.74 (99)	4.38 (64)	4.36 (187)	4.33 (55)	3.69 (42)	4.14 (37)	4.38 (125)	F(7,695)=9.104, p<.001
With how staff keep things about you and your life confidential? (a)	4.60 (93)	4.11 (98)	4.31 (64)	4.51 (186)	4.63 (54)	4.40 (42)	4.19 (36)	4.52 (122)	F(7,687)=3.980, p<.001
That your treatment has what you want on it? (a,b,d,e)	4.38 (93)	3.92 (99)	4.34 (64)	4.28 (185)	4.39 (54)	3.93 (41)	4.36 (36)	4.35 (124)	F(7,688)=3.665, p=.001
That the treatment plan is being followed by those who assist you?	4.48 (92)	3.96 (99)	4.49 (63)	4.42 (184)	4.58 (53)	4.17 (42)	4.36 (36)	4.34 (125)	F(7,686)=4.822, p<.001
That the staff respect your cultural background?	4.60 (92)	4.27 (98)	4.62 (61)	4.50 (173)	4.66 (53)	4.24 (42)	4.29 (35)	4.55 (123)	F(7,669)=3.132, p=.003
With the services you receive? (a,b,c,d,e,d,h,k)	4.44 (93)	3.85 (100)	4.42 (64)	4.47 (186)	4.48 (54)	3.83 (42)	4.25 (36)	4.44 (126)	F(7,693)=8.302, p<.001
That services are provided in a timely manner? (a,f,g,i,j,k)	4.33 (93)	3.88 (99)	4.31 (64)	4.44 (187)	-	-	-	-	F(7,435)=3.809, p<.001
With how you spend your day?	4.04 (94)	3.52 (99)	4.08 (63)	3.69 (185)	3.98 (54)	3.12 (41)	4.03 (36)	3.79 (126)	F(7,690)=6.453, p<.001
With where you live?	4.09 (94)	3.60 (94)	3.97 (61)	3.76 (186)	4.09 (54)	3.79 (42)	3.89 (36)	4.03 (126)	F(7,685)=2.497, p=.015
With the amount of choices in your life?	4.03 (95)	3.55 (98)	4.00 (63)	3.61 (185)	4.09 (54)	3.43 (42)	4.00 (36)	3.84 (125)	F(7,690)=4.123, p<.001
With opportunities/chances you have to make friends?	4.20 (95)	3.84 (99)	4.13 (63)	3.81 (185)	4.30 (54)	3.71 (42)	4.22 (36)	4.09 (123)	F(7,689)=4.017, p<.001
With what you do in your free time?	4.15 (94)	3.78 (98)	4.11 (63)	3.75 (186)	4.19 (54)	3.76 (42)	3.92 (36)	3.81 (126)	F(7,691)=2.650, p=.010
With how safe you feel in your neighborhood?	4.29 (95)	4.50 (98)	4.59 (63)	4.35 (184)	4.11 (54)	4.27 (41)	4.15 (34)	4.15 (123)	F(7,684)=2.655, p=.010
<p>The first number represents a mean rating.  <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied.  <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe.            The number in parentheses represents the number responding to this item.  <i>Scheffe Post-Hoc significance at .05 or less</i>            (a) Interaction between Non-residential CSTAR Women/Children and Non-residential CSTAR Child/Adolescent            (b) Interaction between Non-residential CSTAR Child/Adolescent and Non-residential CSTAR General            (c) Interaction between Non-residential CSTAR Child/Adolescent and Residential GTS Adult            (d) Interaction between Non-residential CSTAR Child/Adolescent and Non-residential GTS Adult            (e) Interaction between Non-residential CSTAR Child/Adolescent and Residential CSTAR Women/Children            (f) Interaction between Non-residential CSTAR Women/Children and Residential CSTAR Child/Adolescent            (g) Interaction between Non-residential CSTAR General and Residential CSTAR Child/Adolescent            (h) Interaction between Non-residential GTS Adult and Residential CSTAR Child/Adolescent            (i) Interaction between Residential CSTAR Women/Children and Residential CSTAR Child/Adolescent            (j) Interaction between Residential CSTAR Child/Adolescent and Residential CSTAR General            (k) Interaction between Residential CSTAR Child/Adolescent and Residential GTS Adult</p>									

# ADA Comparison Between Residential and Non-Residential

A comparison was made between those who lived in a residential setting and those who did not. The non-residential consumers were more satisfied with safety in their neighborhood. (See Table I-7).

Table I-7

## ADA Consumers - Comparison between Residential and Non-Residential

How satisfied are you...	Residential	Non-Residential	Significance
with how safe you feel in your neighborhood?	4.16 (252)	4.41 (440)	F(1,690)=12,112 p=.001
<p>The first number represents a mean rating.</p> <p><i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied.</p> <p><i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe.</p> <p>The number in parentheses represents the number responding to this item.</p>			

# DMH Satisfaction Survey Results

## Consumer Satisfaction - 2002

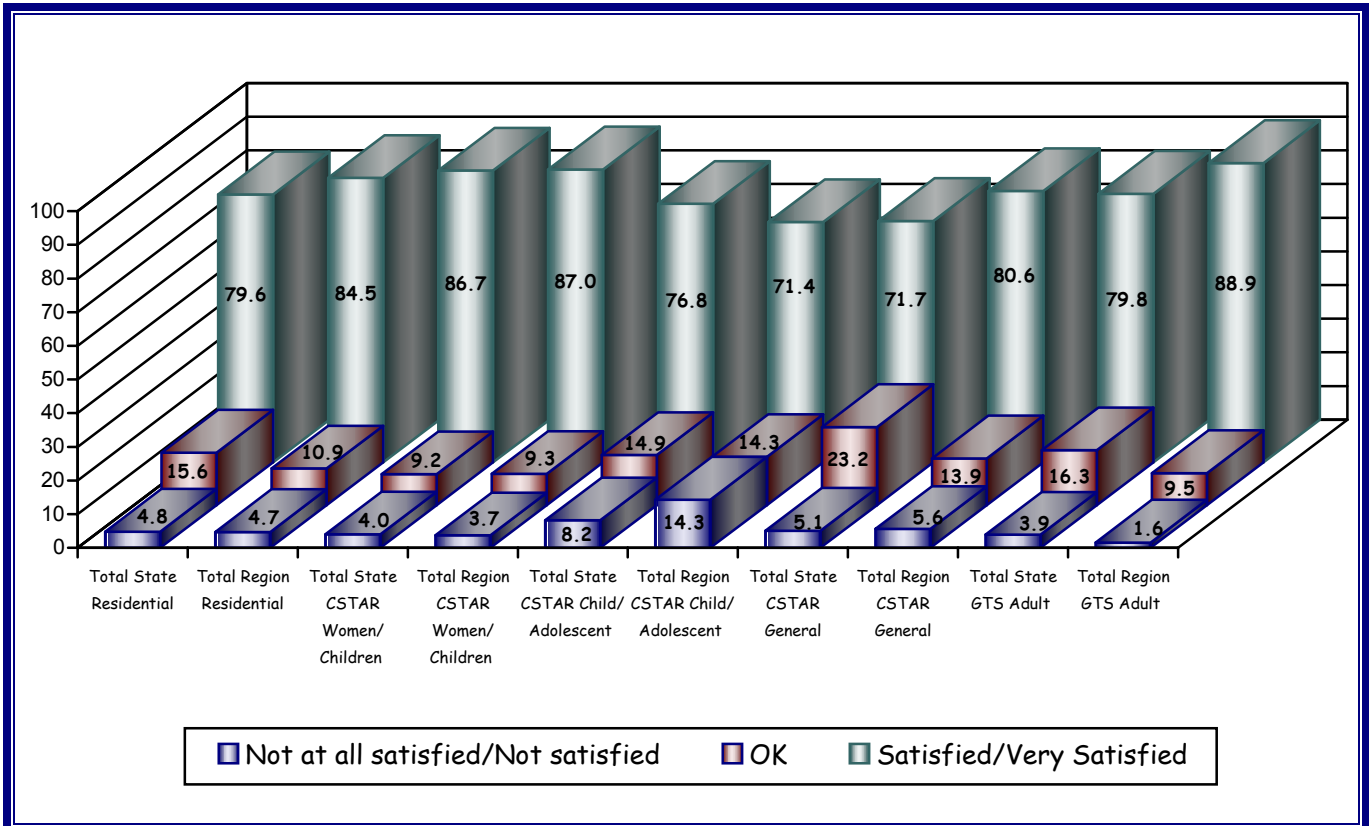
### Alcohol and Drug Abuse Services

### Central Region - Residential

## Demographics: Residential

		Total Served	Survey Returns				
		State	Total Consumers Residential	CSTAR Woman/Child	CSTAR Child/Adolescent	CSTAR General	GTS Adult
<b>SEX</b>	Male	65.9%	67.2%	0%	76.2%	70.3%	92.9%
	Female	34.1%	32.8%	100.0%	23.8%	29.7%	7.1%
<b>RACE</b>	White	75.2%	81.3%	82.1%	83.3%	94.6%	76.4%
	Black	22.8%	15.3%	14.3%	9.5%	5.4%	20.5%
	Hispanic	0.4%	0.8%	0%	2.4%	0%	0.8%
	Native American	0.2%	0.8%	1.8%	0%	0%	0.8%
	Pacific Islander	0.2%	0.8%	0%	2.4%	0%	0.8%
	Alaskan	0%	0%	0%	0%	0%	0%
	Oriental	0.2%	0%	0%	0%	0%	0%
	Bi-Racial	0.5%	1.1%	1.8%	2.4%	0%	0.8%
	Other	0.4%	0%	0%	0%	0%	0%
	<b>MEAN AGE</b>		30.79	32.91	15.48	33.34	34.31
	0-17	18.7%	17.2%	0%	100.0%	2.9%	0.8%
	18-49	76.5%	77.3%	100.0%	0%	85.7%	91.2%
	50+	4.9%	5.5%	0%	0%	11.4%	8.0%

# Overall Satisfaction with Services: Residential



*Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"*

## Some of the key findings were:

- Overall, 79.6% of the individuals served by the Division of Alcohol and Drug Abuse Residential facilities were "satisfied" or "very satisfied" with their services.
- The percent of individuals served by this region's Residential Program who rated themselves as "satisfied" or "very satisfied" was higher than the state average (84.5% for this region versus 79.6% for the state).
- The GTS Adult Residential Program was highly rated with 88.9% of the respondents rating themselves "satisfied" or "very satisfied" with services.

## Satisfaction with Services: Residential

How satisfied are you . . .	Total Residential Consumers		CSTAR Women/Children Consumers		CSTAR Child/Adolescent Consumers		CSTAR General Residential Consumers		GTS Adult Residential Consumers	
	State	Region	State	Region	State	Region	State	Region	State	Region
with the staff who serve you?	4.22 (1122)	4.31 (258)	4.37 (175)	4.44 (55)	4.18 (193)	4.00 (42)	4.08 (95)	4.08 (36)	4.22 (659)	4.43 (125)
with how much your staff know about how to get things done?	4.13 (1124)	4.22 (259)	4.25 (175)	4.33 (55)	4.10 (192)	3.69 (42)	3.97 (100)	4.14 (37)	4.13 (657)	4.38 (125)
with how staff keep things about you and your life confidential?	4.37 (1118)	4.48 (254)	4.45 (173)	4.63 (54)	4.49 (192)	4.40 (42)	4.21 (98)	4.19 (36)	4.33 (655)	4.52 (122)
that your treatment plan has what you want in it?	4.20 (1110)	4.29 (255)	4.31 (173)	4.39 (54)	4.16 (191)	3.93 (41)	4.27 (98)	4.36 (36)	4.17 (648)	4.35 (124)
that your treatment plan is being followed by those who assist you?	4.20 (1111)	4.36 (256)	4.35 (172)	4.58 (53)	4.09 (194)	4.17 (42)	4.22 (97)	4.36 (36)	4.19 (648)	4.34 (125)
that the agency staff respect your ethnic and cultural background?	4.38 (1106)	4.49 (253)	4.52 (169)	4.66 (53)	4.36 (191)	4.24 (42)	4.25 (95)	4.29 (35)	4.37 (651)	4.55 (123)
with the services that you receive?	4.22 (1129)	4.33 (258)	4.39 (173)	4.48 (54)	4.10 (194)	3.83 (42)	4.11 (99)	4.25 (36)	4.23 (663)	4.44 (126)
that the staff treats you with respect, courtesy, caring and kindness?	4.19 (1123)	4.22 (257)	4.28 (175)	4.35 (55)	4.07 (192)	3.57 (42)	4.09 (97)	4.09 (35)	4.21 (659)	4.42 (125)
that the environment is clean and comfortable?	4.15 (1128)	4.28 (258)	4.26 (176)	4.29 (55)	4.13 (192)	3.78 (41)	4.06 (98)	4.33 (36)	4.15 (662)	4.42 (126)
with opportunities for exercise and relaxation?	3.70 (1126)	3.75 (257)	3.77 (176)	3.84 (55)	3.81 (193)	3.64 (42)	3.49 (99)	3.56 (36)	3.67 (658)	3.81 (124)
that the meals are good, nutritious and in sufficient amounts?	3.79 (1123)	3.87 (257)	3.94 (174)	4.22 (54)	3.53 (189)	2.81 (42)	3.54 (99)	3.89 (36)	3.87 (661)	4.07 (125)
with the childcare provided by the agency?	4.30 (84)	4.40 (25)	4.30 (84)	4.40 (25)	- (0)	- (0)	- (0)	- (0)	- (0)	- (0)
The first number represents a mean rating. Scale: 1=Not at all satisfied . . . 5=Very satisfied. The number in parentheses represents the number responding to this item.										

### Some of the key findings were:

- The participants in the Division of Alcohol and Drug Abuse Residential Programs were satisfied with the services they received. Only two ratings fell below a mean rating of 4.00 (1=not satisfied...5=very satisfied).
- The ratings of this region's Residential Program ranged from 3.75 to 4.49. The highest rated item was with the staff's respect of ethnic and cultural background and the lowest rated item was with opportunities for exercise and relaxation.
- The CSTAR Women/Children Residential consumers were most satisfied with the services they received (mean of 4.48).



# Satisfaction with Quality of Life: Residential

How satisfied are you . . .	Total Residential Consumers		CSTAR Women Residential Consumers		CSTAR Child/ Adolescent Residential Consumers		CSTAR General Residential Consumer		GTS Adult Residential Consumers	
	State	Region	State	Region	State	Region	State	Region	State	Region
with how you spend your day?	3.67 (1130)	3.76 (257)	3.82 (174)	3.98 (54)	3.58 (193)	3.12 (41)	3.69 (99)	4.03 (36)	3.66 (664)	3.79 (126)
with where you live?	3.84 (1117)	3.98 (258)	4.09 (173)	4.09 (54)	3.89 (193)	3.79 (42)	3.89 (95)	3.89 (36)	3.75 (656)	4.03 (126)
with the amount of choices you have in your life?	3.73 (1128)	3.85 (257)	3.97 (174)	4.09 (54)	3.58 (193)	3.43 (42)	3.72 (99)	4.00 (36)	3.72 (662)	3.84 (125)
with the opportunities/ chances you have to make friends?	3.94 (1122)	4.09 (255)	4.20 (173)	4.30 (54)	3.92 (194)	3.71 (42)	4.05 (97)	4.22 (36)	3.86 (658)	4.09 (123)
with your general health care?	3.83 (1092)	3.99 (256)	4.07 (175)	4.09 (54)	3.93 (160)	3.98 (41)	3.74 (97)	3.83 (35)	3.76 (660)	4.00 (126)
with what you do during your free time?	3.77 (1125)	3.90 (258)	4.09 (173)	4.19 (54)	3.84 (193)	3.76 (42)	3.76 (96)	3.92 (36)	3.66 (663)	3.81 (126)
How safe do you feel . . .										
In this facility	4.35 (1130)	4.44 (259)	4.59 (176)	4.62 (55)	4.26 (194)	4.10 (42)	4.23 (99)	4.31 (36)	4.33 (661)	4.52 (126)
In your home?	4.25 (1088)	4.42 (250)	4.25 (170)	4.31 (54)	4.52 (192)	4.63 (41)	4.25 (96)	4.29 (34)	4.18 (630)	4.42 (121)
in your neighborhood?	3.97 (1097)	4.16 (252)	4.08 (172)	4.11 (54)	4.15 (192)	4.27 (41)	3.94 (95)	4.15 (34)	3.90 (638)	4.15 (123)
The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.										

## Some of the key findings were:

- The quality of life ratings were significantly below the Division of Alcohol and Drug Abuse service ratings.
- The consumers in the Residential Program in this Region were most satisfied with how safe they feel in the facility (mean of 4.44) and least satisfied with how they spend their day (mean of 3.76).



## ADA Comparison of Gender Residential Setting

*There were no significant differences.*

## ADA Comparison of Race/Ethnicity Residential Settings

A comparison was made among the different racial and ethnic backgrounds of consumers and their responses to the satisfaction survey items. Only two items showed significance. Caucasians were most satisfied with the knowledge of the staff and African Americans were most satisfied with the meals being good, nutritious, and in sufficient amounts. (See Table II-1.)

**Table II-1**  
**ADA Consumers - Comparison of Race/Ethnicity**

How satisfied are you...	White	Black	Hispanic	Native American	Bi-Racial	Other	Significance
with how much staff know how to get things done? (a, b)	4.27 (211)	4.18 (38)	4.00 (2)	4.00 (2)	2.33 (3)	3.50 (2)	F(5,252)=3.548, p=.004
that the meals are good, nutritious and in sufficient amounts?	3.85 (209)	4.13 (38)	3.00 (2)	3.50 (2)	2.00 (3)	5.00 (2)	F(5,250)=2.595, p=.026
<p>The first number represents a mean rating.  <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied.  <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe.            The number in parentheses represents the number responding to this item.  <i>Scheffe post-hoc significance at &lt; .05 or less.</i>            (a) Interaction between White and Bi-Racial.            (b) Interaction between Black and Bi-Racial.</p>							

# ADA Comparison of Age Groups Residential Settings

A comparison was made among three age categories: (1) youth under the age of 18 years; (2) adults between 18 and 49 years of age; and (3) adults 50 years of age and over. The adults between the ages of 18 and 49 were most satisfied with the quality of the staff, the knowledge of the staff, and with the content of the treatment plan. Adult ages 50 and over were most satisfied with all other significant items. See Table II-2.

**Table II-2**  
**ADA Consumers - Comparison of Age Groups**

How satisfied are you...	0-17	18-49	50+	Significance
with the staff who serve you? (a)	4.02 (44)	4.39 (194)	4.36 (14)	F(2,249)=3.802, p=.024
with how much staff know about how to get things done? (a)	3.75 (44)	4.33 (196)	4.29 (14)	F(2,251)=8.877, p<.001
that the treatment plan has what you want in it? (a)	3.95 (43)	4.39 (193)	4.38 (13)	F(2,246)=4.572, p=.011
that the staff respect your ethnic and cultural background?	4.27 (44)	4.54 (190)	4.85 (13)	F(2,244)=3.325, p=.038
with the services you receive? (a,b)	3.86 (44)	4.43 (195)	4.85 (13)	F(2,249)=9.891, p<.001
that the staff treats you with respect, courtesy, caring and kindness?	3.64 (44)	4.31 (194)	4.85 (13)	F(2,248)=12.311, p<.001
that the environment is clean and comfortable?	3.81 (43)	4.38 (196)	4.54 (13)	F(2,249)=7.609, p=.001
that the meals are good, nutritious, and in sufficient amounts?	2.86 (44)	4.09 (194)	4.38 (13)	F(2,248)=24.709, p<.001
with how you spend your day? (a,b)	3.14 (43)	3.87 (195)	4.46 (13)	F(2,248)=15.527, p<.001
with the amount of choices you have in your life?	3.50 (44)	3.91 (194)	4.23 (13)	F(2,248)=3.637, p=.028
with your opportunities/chances to make friends? (a)	3.77 (44)	4.17 (193)	4.33 (12)	F(2,246)=3.892, p=.022
with how safe you feel in the facility? (a,b)	4.11 (44)	4.53 (196)	4.77 (13)	F(2,250)=5.617, p=.004
<p>The first number represents a mean rating.  <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied.  <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe.  The number in parentheses represents the number responding to this item.  <i>Scheffe post-hoc significance at &lt; .05 or less.</i>  (a) Interaction between 0-17 Years and 18-49 Years.  (b) Interaction between 0-17 Years and 50+ Years.</p>				

# ADA Comparison of Current Living Arrangements Residential Settings

A comparison was made of the satisfaction items based on the current living situation of the consumers receiving intervention in residential settings. Those who lived in an Independent setting were most satisfied with safety in their home/agency. (See Table II-3.)

Table II-3  
ADA Consumers - Comparison of Current Living Arrangements

How satisfied are you...	Independent	Group Home	Residential Treatment Facility	Homeless	Other	Significance
with how safe you feel in your home/agency?	4.52 (67)	3.50 (2)	4.38 (127)	3.60 (5)	3.60 (5)	F(4,201)=3.064, p=.018
<p>The first number represents a mean rating.  <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied.  <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe.  The number in parentheses represents the number responding to this item.</p>						

# ADA Comparison across Programs

## Residential Settings

A comparison was made across the different residential programs. GTS Adult consumers were most satisfied with the knowledge of the staff and with the cleanliness of the environment. CSTAR General consumers were most satisfied with how they spend their day. Consumers of the GTS Adult program were most satisfied with all other items that were significant. (See Table II-4.)

**Table II-4**  
**ADA Consumers - Comparison across Programs**

How satisfied are you...	CSTAR Women/ Children	CSTAR Child/ Adolescent	CSTAR General	GTS Adult	Significance
with the staff who serve you? (c)	4.44 (55)	4.00 (42)	4.08 (36)	4.43 (125)	F(3,254)=4.535, p=.004
with how much staff know about how to get things done? (a,c)	4.33 (55)	3.69 (42)	4.14 (37)	4.38 (125)	F(3,255)=7.879, p<.001
that staff keeps information about you and your life confidential?	4.63 (54)	4.40 (42)	4.19 (36)	4.52 (122)	F(3,250)=2.777, p=.042
that your treatment plan has what you want in it?	4.39 (54)	3.93 (41)	4.36 (36)	4.35 (124)	F(3,251)=2.857, p=.038
that the staff respect your ethnic and cultural background?	4.66 (53)	4.24 (42)	4.29 (35)	4.55 (123)	F(3,249)=3.248, p=.023
with the services you receive? (a,c)	4.48 (54)	3.83 (42)	4.25 (36)	4.44 (126)	F(3,254)=6.228, p<.001
that the staff treats you with respect, courtesy, caring and kindness? (a,c)	4.35 (55)	3.57 (42)	4.09 (35)	4.42 (125)	F(3,253)=9.426, p<.001
that the environment is clean and comfortable? (c)	4.29 (55)	3.78 (41)	4.33 (36)	4.42 (126)	F(3,254)=5.297, p=.001
that the meals are good, nutritious and in sufficient amounts?(a,b,c)	4.22 (54)	2.81 (42)	3.89 (36)	4.07 (125)	F(3,253)=16.839, p<.001
with the how you spend your day? (a,b,c)	3.98 (54)	3.12 (41)	4.03 (36)	3.79 (126)	F(3,253)=8.904, p<.001
with the amount of choices you have in your life? (a)	4.09 (54)	3.43 (42)	4.00 (36)	3.84 (125)	F(3,253)=3.611, p=.014
with the opportunities/chances you have to make friends? (a)	4.30 (54)	3.71 (42)	4.22 (36)	4.09 (123)	F(3,251)=3.596, p=.014
with how safe you feel in this facility? (a,c)	4.62 (55)	4.10 (42)	4.31 (36)	4.52 (126)	F(3,255)=4.017, p=.008
<p>The first number represents a mean rating.  <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied.  <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe.            The number in parentheses represents the number responding to this item.  <i>Scheffe post-hoc significance at &lt; .05 or less.</i>            (a) Interaction between CSTAR Women/Children and CSTAR Child Adolescent.            (b) Interaction between CSTAR Child/Adolescent and CSTAR General.            (c) Interaction between CSTAR Child/Adolescent and GTS Adult.</p>					

# DMH Satisfaction Survey Results

## Consumer Satisfaction - 2002

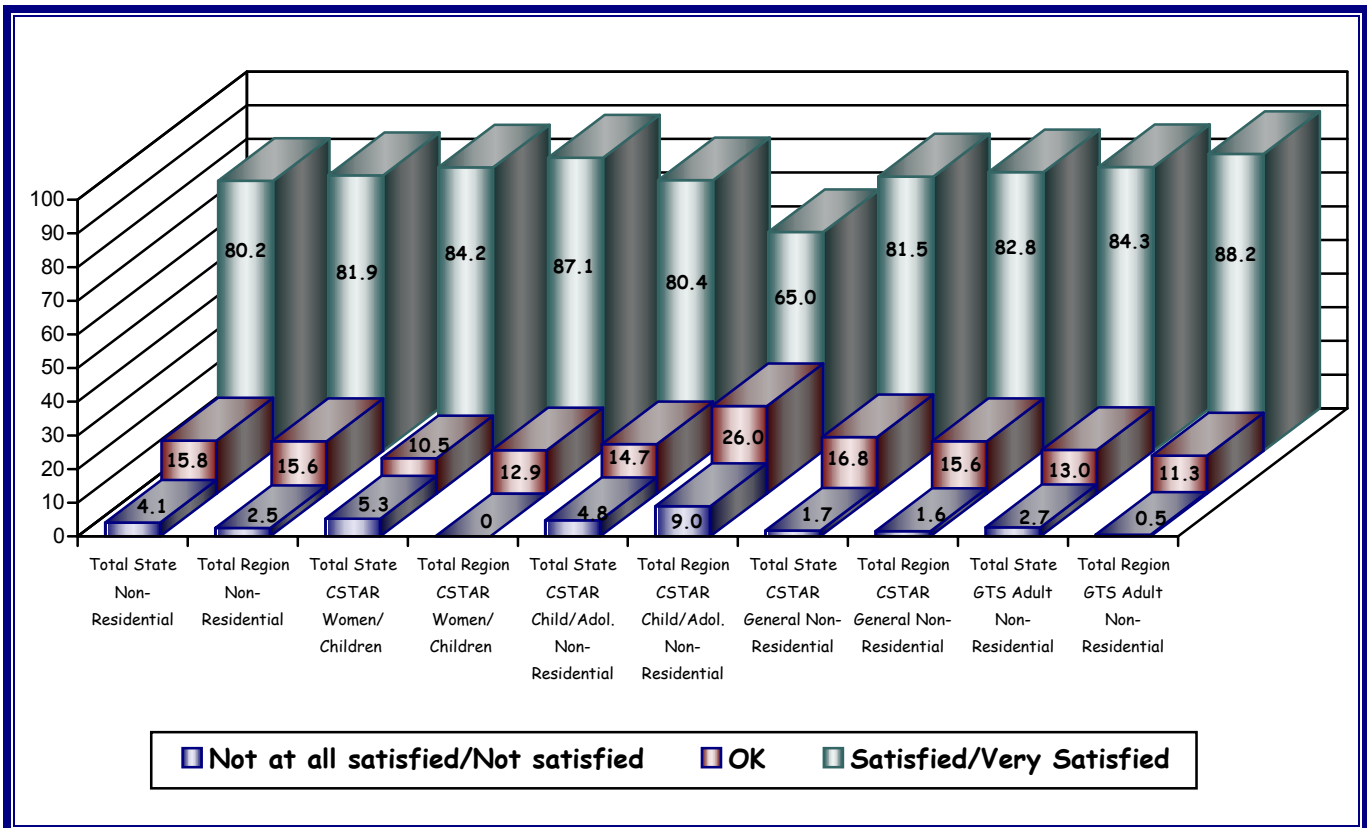
Alcohol and Drug Abuse Services

Central Region - Non-Residential

### Demographics: Non-Residential

		Total Served	Survey Returns				
		State	Total Consumers Non-Residential	CSTAR Women/Children	CSTAR Child/Adolescent	CSTAR General	GTS Adult
<b>Sex</b>	Male	62.9%	61.1%	8.9%	71.7%	66.1%	79.2%
	Female	37.1%	38.9%	91.1%	28.3%	33.9%	20.8%
<b>Race</b>	White	69.0%	80.4%	75.3%	79.8%	93.7%	78.8%
	Black	29.1%	15.0%	22.6%	10.1%	4.8%	17.4%
	Hispanic	0.5%	1.6%	2.2%	3.0%	1.6%	0.5%
	Native American	0.4%	1.4%	0%	2.0%	0%	2.2%
	Pacific Islander	0.2%	0.2%	0%	1.0%	0%	0%
	Alaskan	0%	0%	0%	0%	0%	0%
	Oriental	0.2%	0%	0%	0%	0%	0%
	Bi-Racial	0.3%	0.9%	0%	2.0%	0%	1.1%
	Other	0.5%	0.5%	0%	2.0%	0%	0%
<b>Mean Age</b>	0-17	11.2%	28.70	32.58	15.66	32.49	32.44
	18-49	82.3%	22.5%	0%	99.0%	0%	0.5%
	50+	6.5%	74.7%	95.7%	1.0%	96.7%	96.2%
			2.8%	4.3%	0%	3.3%	3.3%

## Satisfaction with Services: Non-Residential



*Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"*

### Some of the key findings were:

- Overall, 80.2% of the individuals served by the Division of Alcohol and Drug Abuse Non-Residential facilities were "satisfied" or "very satisfied" with their services.
- The percent of individuals served by this region's Non-Residential Program who rated themselves as "satisfied" or "very satisfied" was higher than the state average (81.9% for this region versus 80.2% for the state).
- The percent of individuals served by this region's GTS Adult Program rated the program highly with 88.2% "satisfied" or "very satisfied".

# Satisfaction with Services: Non-Residential

How satisfied are you ...	Total Non-Residential Consumers		CSTAR Women/Children		CSTAR Child/Adolescent		CSTAR General		GTS Adult	
	State	Region	State	Region	State	Region	State	Region	State	Region
with the staff who serve you?	4.27 (2549)	4.34 (445)	4.38 (324)	4.38 (94)	4.21 (414)	3.97 (100)	4.33 (358)	4.38 (64)	4.37 (1034)	4.50 (187)
with how much your staff know about how to get things done?	4.18 (2542)	4.20 (444)	4.26 (322)	4.28 (94)	4.13 (414)	3.74 (99)	4.23 (356)	4.38 (64)	4.30 (1036)	4.36 (187)
with how staff keep things about you and your life confidential?	4.31 (2529)	4.41 (441)	4.40 (320)	4.60 (93)	4.37 (411)	4.11 (98)	4.32 (355)	4.31 (64)	4.43 (1029)	4.51 (186)
that your treatment plan has what you want in it?	4.17 (2532)	4.23 (441)	4.32 (317)	4.38 (93)	4.17 (414)	3.92 (99)	4.23 (354)	4.34 (64)	4.23 (1026)	4.28 (185)
that your treatment plan is being followed by those who assist you?	4.23 (2520)	4.34 (438)	4.38 (317)	4.48 (92)	4.19 (413)	3.96 (99)	4.31 (355)	4.49 (63)	4.31 (1021)	4.42 (184)
that the agency staff respect your ethnic and cultural background?	4.36 (2491)	4.48 (424)	4.50 (315)	4.60 (92)	4.42 (407)	4.27 (98)	4.41 (353)	4.62 (61)	4.43 (1005)	4.50 (173)
with the services that you receive?	4.25 (2542)	4.32 (443)	4.37 (321)	4.44 (93)	4.21 (414)	3.85 (100)	4.31 (357)	4.42 (64)	4.37 (1035)	4.47 (186)
that services are provided in a timely manner?	4.15 (2546)	4.28 (443)	4.27 (320)	4.33 (93)	4.12 (410)	3.88 (99)	4.16 (359)	4.31 (64)	4.32 (1038)	4.44 (187)
<p>The first number represents a mean rating.</p> <p><i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied.</p> <p><i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe.</p> <p>The number in parentheses represents the number responding to this item.</p>										

## Some of the key findings were:

- The participants in the Division of Alcohol and Drug Abuse Non-Residential Programs were satisfied with the services they received. All ratings were above a mean rating of 4.00 (1=not satisfied...5=very satisfied).
- The ratings of this region's Non-Residential Program ranged from 4.20 to 4.48. The highest rated item was with the staff's respect of ethnic and cultural backgrounds and the lowest rated item was with the knowledge of the staff.
- The CSTAR Women/Children Non-Residential consumers were most satisfied with the services they received.

# Satisfaction with Quality of Life: Non-Residential

How satisfied are you . . .	Total Non-Residential Consumers		CSTAR Women/Children		CSTAR Child/Adolescent		CSTAR General		GTS Adult	
	State	Region	State	Region	State	Region	State	Region	State	Region
with how you spend your day?	3.77 (2529)	3.78 (441)	3.90 (324)	4.04 (94)	3.67 (406)	3.52 (99)	3.98 (356)	4.08 (63)	3.78 (1030)	3.69 (185)
with where you live?	3.74 (2508)	3.82 (435)	3.89 (323)	4.09 (94)	3.62 (400)	3.60 (94)	3.82 (352)	3.97 (61)	3.75 (1025)	3.76 (186)
with the amount of choices you have in your life?	3.64 (2534)	3.74 (441)	3.85 (323)	4.03 (95)	3.45 (410)	3.55 (98)	3.79 (355)	4.00 (63)	3.67 (1030)	3.61 (185)
with the opportunities/chances you have to make friends?	3.79 (2527)	3.94 (442)	4.03 (320)	4.20 (95)	3.78 (412)	3.84 (99)	3.89 (354)	4.13 (63)	3.79 (1030)	3.81 (185)
with your general health care?	3.77 (2462)	3.86 (427)	3.90 (322)	3.89 (95)	3.87 (355)	3.74 (84)	3.84 (351)	3.97 (63)	3.81 (1023)	3.86 (185)
with what you do during your free time?	3.79 (2522)	3.89 (441)	3.96 (320)	4.15 (94)	3.82 (406)	3.78 (98)	3.85 (356)	4.11 (63)	3.79 (1029)	3.75 (186)
How safe do you feel...										
in your home?	4.35 (2520)	4.51 (442)	4.36 (316)	4.47 (95)	4.37 (412)	4.63 (99)	4.38 (359)	4.64 (64)	4.38 (1024)	4.41 (184)
in your neighborhood?	4.15 (2515)	4.41 (440)	4.16 (314)	4.29 (95)	4.26 (409)	4.50 (98)	4.20 (357)	4.59 (63)	4.19 (1028)	4.35 (184)
<p>The first number represents a mean rating.</p> <p><i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied.</p> <p><i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe.</p> <p>The number in parentheses represents the number responding to this item.</p>										

## Some of the key findings were:

- The quality of life ratings were significantly below the Division of Alcohol and Drug Abuse service ratings.
- The consumers in the Non-Residential Program in this region were most satisfied with how safe they feel in their home (mean of 4.51) and least satisfied with the amount of choices in their lives (mean of 3.74).



# ADA Comparison of Gender Non-Residential Setting

A comparison was made between the male and female consumers. Table III-1 shows these findings. The female consumers were more satisfied with the knowledge of the staff, the content of the treatment plan, that the treatment plan is being followed, that staff respects their ethnic and cultural backgrounds, and with the services received. Males were more satisfied with safety in their home/agency and in their neighborhood.

Table III-1  
ADA Consumers - Comparison of Gender

How satisfied are you...	Sex		Significance
	Male	Female	
with how much staff know about how to get things done?	4.13 (264)	4.31 (168)	F(1,430)=4.350, p=.038
that your treatment plan has what you want in it?	4.14 (262)	4.36 (167)	F(1,427)=6.242, p=.013
that your treatment plan is being followed by those who assist you?	4.25 (261)	4.47 (165)	F(1,424)=7.079, p=.008
that staff respect your ethnic and cultural background?	4.40 (253)	4.61 (160)	F(1,411)=7.270, p=.007
with the services you receive?	4.24 (264)	4.42 (167)	F(1,429)=4.115, p=.043
with how safe you feel in your home/agency?	4.61 (262)	4.33 (168)	F(1,428)=12.762, p<.001
with how safe you feel in your neighborhood?	4.52 (261)	4.23 (167)	F(1,426)=11.801, p=.001
<p>The first number represents a mean rating.  <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied.  <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe.  The number in parentheses represents the number responding to this item.</p>			

# ADA Comparison of Race/Ethnicity Non-Residential Settings

A comparison was made among consumers of different racial and ethnic backgrounds in non-residential settings. Caucasians were most satisfied with the staff keeping information confidential. The seven Hispanic consumers were most satisfied the staff's respect of ethnic and cultural backgrounds and safety in their neighborhood. (See Table III-2.)

**Table III-2**  
**ADA Consumers - Comparison of Race/Ethnicity**

How satisfied are you...	White	Black	Hispanic	Native American	Bi-Racial	Other	Significance
with how staff keep things about you and your life confidential?	4.43 (350)	4.42 (64)	4.00 (7)	4.33 (6)	3.00 (4)	4.33 (3)	F(5,428)=2.254, p=.048
that the agency staff respect your ethnic and cultural background?	4.53 (333)	4.33 (66)	4.57 (7)	4.50 (6)	3.00 (4)	3.67 (3)	F(5,428)=2.398, p=.037
with how safe you feel in your neighborhood? (a,b)	4.44 (348)	4.20 (66)	4.71 (7)	4.33 (6)	4.33 (3)	4.33 (3)	F(5,413)=4.486, p=.001
<p>The first number represents a mean rating.  <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied.  <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe.            The number in parentheses represents the number responding to this item.  <i>Scheffe post-hoc significance at &lt; .05 or less.</i>            (a) Interaction between White and Bi-Racial.            (b) Interaction between Black and Bi-Racial.</p>							

# ADA Comparison of Age Groups Non-Residential Settings

A comparison was made among three age categories: (1) youth under the age of 18 years; (2) adults between 18 and 49 years of age; and (3) adults 50 years of age and over. The older adults aged 50+ were most satisfied with all significant items. (See Table III-3.)

**Table III-3**  
**ADA Consumers - Comparison of Age Groups**

How satisfied are you...	0-17	18-49	50+	Significance
with the staff who serve you? (a, b)	3.97 (98)	4.43 (324)	4.67 (12)	F(2,431)=12.676, p<.001
with how much your staff know about how to get things done? (a)	3.75 (97)	4.33 (324)	4.33 (12)	F(2,430)=17.405, p<.001
with how staff keep things about you and your life confidential? (a, b)	4.13 (96)	4.48 (322)	4.83 (12)	F(2,427)=7.011, p=.001
that your treatment plan has what you want in it? (a, b)	3.93 (97)	4.30 (321)	4.67 (12)	F(2,427)=7.955, p<.001
that your treatment plan is being followed by those who assist you? (a, b)	3.96 (97)	4.43 (318)	4.67 (12)	F(2,424)=12.809, p<.001
that the agency staff respect your ethnic and cultural background? (a)	4.26 (96)	4.54 (307)	4.55 (11)	F(2,411)=4.967, p=.007
with the services that you receive? (a, b)	3.89 (98)	4.44 (322)	4.67 (12)	F(2,429)=17.225, p<.001
that services are provided in a timely manner? (a, b)	3.89 (97)	4.37 (323)	4.67 (12)	F(2,429)=12.033, p<.001
with how you spend your day? (a)	3.53 (97)	3.84 (322)	4.00 (11)	F(2,427)=3.896, p=.021
<i>Scheffe post-hoc significance at &lt; .05 or less.</i> (c) Interaction between 0-17 Years and 18-49 Years. (b) Interaction between 0-17 Years and 50 + Years.				

# ADA Comparison of Current Living Arrangements Non-Residential Settings

A comparison was made of the satisfaction items based on the current living situation of the consumers who received intervention in non-residential settings. Table III-4 presents these findings. Those consumers living in a Group Home were most satisfied with the staff, confidentiality and the content of the treatment plan. The consumers who identified themselves as Homeless were most satisfied that their treatment plan was being followed, the staff's respect of ethnic and cultural backgrounds, services received and services being provided in a timely manner. Those who described themselves as having Other living arrangements were most satisfied with the knowledge of the staff.

**Table III-4**  
**ADA Consumers - Comparison of Current Living Arrangements**

How satisfied are you...	Independent	Group Home	Residential Treatment Facility	Homeless	Biological Parents	Other	Significance
with the staff who serve you? (a)	4.44 (283)	4.45 (11)	4.31 (16)	4.33 (3)	3.94 (77)	4.41 (41)	F(5,425)=4.587, p<.001
with how much your staff know about how to get things done? (a, b)	4.33 (282)	4.36 (11)	4.31 (16)	4.33 (3)	3.64 (77)	4.37 (41)	F(5,424)=8.654, p<.001
that your staff keeps information about you and your life confidential?	4.46 (280)	4.73 (11)	4.63 (16)	4.67 (3)	4.10 (77)	4.45 (40)	F(5,421)=2.474, p=.032
that your treatment plan has what you want in it? (a)	4.33 (279)	4.45 (11)	4.19 (16)	4.33 (3)	3.81 (77)	4.34 (41)	F(5,421)=4.484, p=.001
that your treatment plan is being followed by those who assist you? (a, b)	4.46 (278)	4.55 (11)	4.25 (16)	4.67 (3)	3.86 (77)	4.46 (39)	F(5,418)=6.812, p<.001
that the agency staff respect your ethnic and cultural background? (a)	4.56 (266)	4.64 (11)	4.38 (16)	4.67 (3)	4.21 (76)	4.56 (39)	F(5,405)=2.737, p=.019
with the services you receive? (a, b)	4.45 (281)	4.55 (11)	4.38 (16)	4.67 (3)	3.74 (77)	4.44 (41)	F(5,423)=9.123, p<.001
that services are provided in a timely manner? (a, b)	4.37 (282)	4.27 (11)	4.38 (16)	4.67 (3)	3.84 (77)	4.50 (40)	F(5,423)=4.928, p<.001
<i>Scheffe post-hoc significance at &lt; .05 or less.</i> (a) Interaction between Independent and Biological Parents. (b) Interaction between Biological Parents and Other.							

# ADA Comparison by Whether Lived in Residential Treatment Facility During Past Year Non-Residential Only

A comparison was made on the satisfaction with services based on whether the individual had lived in a residential treatment facility during the past year. There was one significant item. Consumers that had not lived in a residential treatment facility were more satisfied with the staff keeping information confidential. (See Table III-5).

Table III-5  
ADA Consumers - Comparison of Whether Lived in Residential Treatment Facility

How satisfied are you...	Yes	No	Significance
with the staff keeping information about you and your life confidential?	4.28 (168)	4.49 (259)	F(1,425)=5.681, p=.018
<p>The first number represents a mean rating.  <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied.  <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe.  The number in parentheses represents the number responding to this item.</p>			

# ADA Comparison across Programs

## Non-Residential Settings

A comparison was made across the different non-residential programs. The CSTAR General consumers were most satisfied with the knowledge of the staff, that their treatment plan was being followed, the staff's respect of ethnic and cultural backgrounds, and how they spend their day. GTS Adult consumers were most satisfied with the quality of the staff, the services received, and with services being provided in a timely manner. The CSTAR Women/Children consumers were most satisfied with all other significant items. (See Table III-6.)

**Table III-6**  
**ADA Consumers - Comparison across Programs**

How satisfied are you...?	CSTAR Women/ Children	CSTAR Child/ Adolescent	CSTAR General	GTS Adult	Significance
with the staff who serve you? (a, c, d)	4.38 (94)	3.97 (100)	4.38 (64)	4.50 (187)	F(3,441)=9.071, p<.001
with how much your staff know about how to get things done? (a, c, d)	4.28 (94)	3.74 (99)	4.38 (64)	4.36 (187)	F(3,440)=13.339, p<.001
with how staff keep things about you and your life confidential? (a, d)	4.60 (93)	4.11 (98)	4.31 (64)	4.51 (186)	F(3,437)=5.998, p=.001
that your treatment plan has what you want in it? (a, c, d)	4.38 (93)	3.92 (99)	4.34 (64)	4.28 (185)	F(3,437)=5.401, p=.001
that your treatment plan is being followed by those who assist you? (a, c, d)	4.48 (92)	3.96 (99)	4.49 (63)	4.42 (184)	F(3,434)=8.863, p<.001
that the agency staff respect your ethnic and cultural background? (a, c)	4.60 (92)	4.27 (98)	4.62 (61)	4.50 (173)	F(3,420)=4.020, p=.008
with the services that you receive? (a, c, d)	4.44 (93)	3.85 (100)	4.42 (64)	4.47 (186)	F(3,439)=13.143, p<.001
that services are provided in a timely manner? (a, c, d)	4.33 (93)	3.88 (99)	4.31 (64)	4.44 (187)	F(3,439)=8.971, p<.001
with how you spend your day? (a, c)	4.04 (94)	3.52 (99)	4.08 (63)	3.69 (185)	F(3,437)=6.748, p<.001
with where you live? (a)	4.09 (94)	3.60 (94)	3.97 (61)	3.76 (186)	F(3,431)=3.357, p=.019
with the amount of choices you have in your life? (a, b)	4.03 (95)	3.55 (98)	4.00 (63)	3.61 (185)	F(3,437)=5.487, p=.001
with the opportunities/ chances you have to make friends? (b)	4.20 (95)	3.84 (99)	4.13 (63)	3.81 (185)	F(3,438)=4.576, p=.004
with what you do during your free time? (b)	4.15 (94)	3.78 (98)	4.11 (63)	3.75 (186)	F(3,437)=4.129, p=.007
<i>Scheffe post-hoc significance at &lt; .05 or less.</i> (a) Interaction between CSTAR Women/Children and CSTAR Child/Adolescent. (b) Interaction between CSTAR Women/Children and GTS Adult. (c) Interaction between CSTAR Child/Adolescent and CSTAR General. (d) Interaction between CSTAR Child/Adolescent and GTS Adult.					